

## **RMD Bulletin**

*Knowledge is power...*

### **Discharged Clients with Pending Claims in the Integrated System (IS)**



Revenue Management Division (RMD) has received an increasing number of questions about closing cases in the Integrated System (IS) for clients with pending or forwarded claims. Cases can be closed once all claims have been submitted to all payer sources. For Other Healthcare Coverage (OHC) claims, providers must have received an Explanation of Benefits (EOB) from the insurance, entered that information on the Other Payer screen, and then submitted the claims to the next payer or to the plan. Changes cannot be made once claims have been submitted and closed in the IS. If it is necessary to void or replace a claim after the case has been discharged, providers must contact the Chief Information Office Bureau (CIOB) for assistance with removing the discharge date to work the claim. For more information please see IS News Bulletin #001 Request to Remove Discharge Date (5/25/2005 Revised 9/19/2005) available at the following link: [http://dmh.lacounty.gov/hipaa/cp\\_UIS\\_Special.htm](http://dmh.lacounty.gov/hipaa/cp_UIS_Special.htm).

**We're here to help you...**

If you have any questions or require further information, please do not hesitate to contact RMD at (213) 480-3444 or via e-mail at [RevenueManagement@dmh.lacounty.gov](mailto:RevenueManagement@dmh.lacounty.gov).